

## What's New on the VISN 2 Website?

### Medical VA Care Line

MVAC launches its new website, with an emphasis on the veteran as the center of VA's health care system. Features include *What to Expect on your Primary Care Visit*, *Patient Education Tips for Staying Healthy*, and *Frequently Asked Questions*.

<http://www.va.gov/visns/visn02/cslines/mvac/mvachome.html>

### Formulary Updated

The VISN 2 Formulary contains a comprehensive listing of approved pharmaceuticals for veterans receiving care. Updated February 2000.

<http://www.va.gov/visns/visn02/network/formulary.html>

### Women Veterans' Program

The Community Breast Health Partnership initiative was presented to a national audience at the Health and Human Services' Healthy People 2010 conference in Washington, D.C.

<http://www.va.gov/visns/visn02/vet/wvpartnership.html>

### Customer Service "Comping" Program

VISN 2's innovative "Comping"/Service Recovery Program is a new Customer Service initiative, also highlighted across VA nationally recently.

<http://www.va.gov/visns/visn02/customer/initiatives00/comping.html>

### Happy Birthday Virtual Help Desk!

The Virtual Help Desk is two years old! A quarterly report reveals what answers veterans seek online, and how this innovative service has grown.

<http://www.va.gov/visns/visn02/customer/initiatives/helpdesk.html>

### N2 Receives Alzheimer's Grant

A Network 2 partnership has received a Robert Wood Johnson Foundation grant to serve Alzheimer's patients and their families.

<http://www.va.gov/visns/visn02/network/newsreleases/000126.html>

### Buffalo Cancer Project Report

Buffalo VAMC's Cancer Project Annual Report 2000 is available in MS Word and Acrobat PDF formats.

[http://www.va.gov/visns/visn02/buf\\_nf.html](http://www.va.gov/visns/visn02/buf_nf.html)

### Albany VA Medical Center

VetCare is a nonprofit corporation dedicated to improving quality, access and affordability of health care services to veterans served by Albany's Stratton VA Medical Center.

<http://www.va.gov/visns/visn02/alb/vetcare.html>

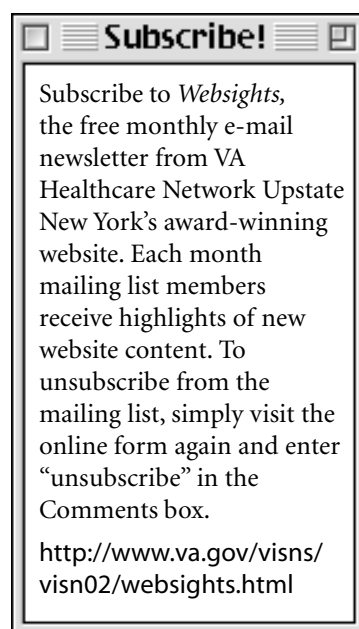
### FairCare Treats Patients with Advanced Illness

The FairCare website has recently been reorganized. Included is "Walking the Advanced Illness Road," a road map for those facing advancing illness. The FairCare Health System is working in collaboration with VISN 2 to integrate advanced illness/end of life care into mainstream medicine.

<http://www.faircare.org>

## Webmaster's Note

VISN 2 Website home pages are receiving hundreds of hits per day, and new community connections are being made from websites for the Albany Times-Union, the Buffalo News, and Upstate88.com.



### Network 2 Web Team

Jeff Grandon, *Acting Webmaster*

Kim Nazi, *Webmaster*

[visn2webmasters@med.va.gov](mailto:visn2webmasters@med.va.gov)

